

FILING FOR E-RATE FOR Telephone Service for Public Libraries

STEP 2 Form 471

This form is filed 28 days or longer after Form 470 is posted on the USAC Web site, but no later than the deadline of February 11, 2010!

*<http://www.universalservice.org/sl/tools/deadlines/default.aspx>

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Completing the Form 471 Online

- ▶ The information required to start the Form 471 online includes:
 - From the Telephone company or companies:
 - The Library Account Number
 - The Service Provider Identification Number (SPIN)
 - From Library Records—for each qualifying building/branch
 - The number of rooms with telephone jacks that may be used for phones or other qualifying service (Fax, etc) per qualifying building
 - The number of patrons served per qualifying building
 - Average monthly telephone bill for each company for each service by building
 - List of services provided by each company (Local service, long-distance service, Fax, 800, etc)
 - Name of the person who has Authority to submit and certify the form 470 and contact information. That person should have his/her PIN at hand
 - Name of the Public school district each building is located within

Completing the Form 471 Online

- From USAC
 - The Receipt Notification Letter on colored paper
 - USAC's website address to begin the process
 - <http://www.sl.universalservice.org/menu.asp>
- From MOREnet's website
 - The percentage of Free and Reduced Lunch for the school district in which each library building is located
 - <http://www.more.net/services/e-rate/resources/statistics/index.html>

Form 471—Services Ordered and Certification Form

- ▶ The Form 471 is filed 28 days or later after the form 470 is posted on the USAC website. To check on the posting date, use the search tool “Form 470 Search Posted” at:
<http://www.universalservice.org/sl/tools/search-tools/>
- ▶ The deadline for completing the Form 471 is in early to mid-**February** each year (FOR FY 2011, the deadline is February 11 at 10:59 PM.) Check deadlines for forms on the USAC website at:
<http://www.universalservice.org/sl/tools/deadlines/default.aspx>
- ▶ Form 471 is filed Online at:
<http://www.sl.universalservice.org/menu.asp>

Open the Web Address for E-rate Online Forms

- ▶ <http://www.sl.universalservice.org/menu.asp>
- ▶ Click on the selection “Create Form 471”
- ▶ Note the button “Item 21 Attachment”

Refer to the [Required Forms page](#) to access detailed form instructions. You can also [Submit a Question](#) or call our Client Service Bureau at 1-888-203-8100 for assistance.

Form 470 Description of Services Requested and Certification Form	Form 471 Services Ordered and Certification Form	Form 486 Receipt of Service Confirmation Form	Utilities
Form 470 Interview	Form 471 Interview	Form 486 Interview	BEAR Online
Create Form 470	Create Form 471	Create Form 486	FRN Extension Status
Search Posted	Continue Incomplete	Continue Incomplete	Entity Search
Continue Incomplete	Certify Complete	Display	Two-In-Five Tool
Certify Complete	Display	Certify Complete	
	Application Status		
	Item 21 Attachment		

Begin the Form 471

- ▶ A warning will come up, read then click “OK”
- ▶ Key in the Entity Number from the Form 470 Receipt Notification Letter you received
- ▶ Click “Begin 471 Process” (shown below)
- ▶ Your site will come up, click on the “Accept” button

FCC Form 471
Services Ordered and Certification Form



Add New 471 - Search

Select the type of search, then enter the search value, then click *Begin 471 Process*

- ☐ Zip Code (5 digit)
- ☒ Entity Number (up to 10 digits)
- ☐ 470 Application Number (15 digits)

(enter value here)

Menu Options

Reset Page

Begin 471 Process

Step-by-step Online Filing

- ▶ Block 1: Enter your own Applicant's Form Identifier above
- ▶ Use the dropdown to select the funding year (will only be one choice)
- ▶ The Billed Entity Number and Address information will be automatically entered from the Form 470
- ▶ Select "Library..." under 5a even if a system
- ▶ Most libraries will NOT select the box below Consortium. This is in event there are any ineligible libraries in your consortium (see definition of Ineligible on USAC website if in doubt)

<http://www.usac.org/sl/applicants/step05/library-consortium-faq.aspx>)

- ▶ Enter 6a and 6b if the contact person is different from the information in section 4—ALA Tip—Always mark that you prefer E-mail contact so you have it in writing!
- ▶ Click on the "Block 2 & 3" button

FCC Form 471 Services Ordered and Certification Form



Approval by OMB 3060-0806

Estimated Average Burden Hours Per Response: 4 hours

This form asks schools and libraries to list the eligible telecommunications-related services they have ordered and estimate the annual charges for them so that the Fund Administrator can set aside sufficient support to reimburse providers for services.

Please read instructions before beginning this application. (You can also file online at www.sl.universalservice.org.) The instructions include information on the deadlines for filing this application.

Applicant's Form Identifier:
(Insert your own code to identify THIS Form 471)
WOLF-09-471

Form 471 Application #:
(To be assigned by administrator)

Block 1: Billed Entity Information	
(The "Billed Entity" is the entity paying the bills for the services listed on this form.)	
1 Name of Billed Entity OFFICE OF ADMINISTRATION-DP&T	2 Funding Year: Year 2009: 07/01/2009 through 06/30/2010
3 Billed Entity Number 200114	
4 Billed Entity (Applicant) Address, etc.	
a Street Address, P.O. Box, or Route Number TRUMAN BUILDING ROOM 280 PO BOX 809	
City JEFFERSON CITY	State MO Zip Code + 4 65102 -
b Telephone Number (10 digits + extension) (573) 751 - 3290	c Fax Number (10 digits) (573) 751 - 3299
5a Type Of Application (Select only one type)	
<input type="radio"/> Individual School (individual public or non-public school) <input type="radio"/> School District (LEA; public or non-public (e.g., diocesan) local district representing multiple schools) <input checked="" type="radio"/> Library (including library system, library outlet/branch or library consortium as defined under LSTA) <input type="radio"/> Consortium	
If you selected "Consortium" in #5 above, check here <input type="checkbox"/> if any members are ineligible non-governmental entities.	
6a Contact Person's Name: Jean Morrison	Copy 4a-c above to 6b-d below
First, if the Contact Person's Street Address is the same as in Item 4, check this box <input type="checkbox"/> If not, please complete the entries for the Street Address below.	
6b Street Address, P.O.Box, or Route Number 600 Main Street PO Box 387	
City Jefferson City	State MO Zip Code + 4 65102 - 0387
Check the box next to your preferred mode of contact and provide your contact information. One box must be checked and an entry provided.	
<input type="radio"/> 6c Telephone Number (10 digits + ext.)	(573) 751 - 0158 ext.
<input type="radio"/> 6d Fax Number (10 digits)	() - -
<input checked="" type="radio"/> 6e E-mail Address (50 characters max.)	Jean.Morrison@sos.mo.gov
6f Holiday/vacation/summer contact information	

Form 471 Information

- ▶ Click “Print Now” and retain this screen for your records!
- ▶ Click “Continue”

FCC Form 471
Services Ordered and Certification Form



Block 1

Block 2 & 3

Block 4

Block 5

Block 6

Applicant's Form Identifier: WOLF-09-471

Entity Number: 200114

Contact Person: Jean Morrison

Phone Number: (573) 751-0158

IMPORTANT

Please record your Form 471 application number and security code. You will need this information if you wish to exit and return later to this online Form 471 application or if you wish to file your Item 21 Attachment Online.

471 Application Number
Billed Entity Number
Security Code Number

Confidential
Numbers

Continue >>

Print Now

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Block 3—Stating the Impact on Libraries

- ▶ Block 3—(Numbers entered here are examples, enter your numbers)
- ▶ 8a, enter the number of library patrons to be served
- ▶ 8b, Enter the number of rooms that have telephones in them
- ▶ 8c, d, e, f, & g should have no entries for telephone service

Block 2: Impact of Services Ordered on Schools		
NOT APPLICABLE FOR THIS APPLICATION		

Block 3: Impact of Services Ordered on Libraries		
IF THIS APPLICATION INCLUDES LIBRARIES...	BEFORE ORDER	AFTER ORDER
8a Number of library patrons to be served		25,000
b Telephone service: Number of rooms with phone service	12	12
c Dial-up Internet access: Number of connections (up to 56kbps)		
d Direct broadband services: Number of buildings served at the following speeds:	Less than 10 mbps	
	Between 10 mbps and 200 mbps	
	Greater than 200 mbps	
e Direct connections to the Internet: Number of drops		
f Number of buildings with Internet access		
g Number of computers or other devices with Internet access		

Block 1	Reset Page	Block 4	Print Preview
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Block 4—Entering Library Details

- ▶ This screen gives you choices as to how to enter Block 4 information. If this is not your first year and your providers have not changed from last year, you can copy them to Form 471
- ▶ If not, click “Continue on to Block 4”

Block 1 Block 2 & 3 **Block 4** Block 5 Block 6

471 Block 4 Confirm Continuation
Block 1, Item 5 (Application Type): "Library"

You are about to enter Block 4 where the discount is calculated based on the selection you made in Block 1, Item 5 (Application Type) as displayed above. If you enter any data in Block 4, the Application Type selection cannot be changed.

If you would like to correct your Application Type in Block 1, Item 5, choose "Go Back to Block 1" below.

Are you sure you want to continue on to Block 4?

Go back to Block 1 Continue on to Block 4 Copy Block 4 Worksheet Bulk Upload

The "Copy Block 4 Worksheet" function will allow you to copy the entities and discounts from a Prior Year 471 or a Current Year 471. Using this function saves considerable data entry time. You will need the 471 Application Number and Billed Entity Number that you wish to copy in order to proceed. [Click here for Bulk Upload Help](#)

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Block 4—Search for your Entity

- ▶ If you have branches or you are completing the Form 471 as an Administration Building and you need to add the library site or branches, key in the zip code or name of each branch or building you are filing for E-rate reimbursement for.
- ▶ Click “Search”
- ▶ When the list comes up, select the building.

The screenshot shows the FCC Form 471 interface. At the top, there are buttons for HOME, CANCEL, and HELP. Below them is the title "FCC Form 471" and the subtitle "Services Ordered and Certification Form". A navigation bar contains buttons for Block 1, Block 2 & 3, Block 4 (highlighted in red), Block 5, and Block 6. The main heading is "471 Block 4 Add New Entity - Search". Below this is a instruction: "Select the type of search, then enter the search value, then click Search". The search options are:
• ☒ Zip Code (5 digit)
• ☐ Entity Number (up to 10 digits)
• ☐ Entity Name (% sign can be used as wildcard character)
Below the options is a text input field with the placeholder "(enter value here)". At the bottom, there is a navigation bar with buttons for Block 2&3, Reset Page, Display Worksheet, and Search.

Block 4—Selecting the School District and Branches

- ▶ The discount allowed is calculated on the Free and Reduced Lunch percentage of the school district the building is located within
- ▶ Enter the Zip code of the school
- ▶ Click “Next”
- ▶ Note this will be repeated for additional branches, if not a single-site library

The screenshot shows the FCC Form 471 web application. At the top, there are navigation buttons: HOME, CANCEL, and HELP. Below them is the title "FCC Form 471" and the subtitle "Services Ordered and Certification Form". A small globe icon with "SLD" is on the right. A progress bar shows six blocks: Block 1, Block 2 & 3, Block 4 (highlighted in red), Block 5, and Block 6. Below the progress bar, the heading is "471 Block 4 Add/Edit Library Entity - Search for School District". The instruction reads: "Select the type of search (for School District where your Library Outlet/Branch is located), then enter the search value, then click Next >>". The search options are:
☐ Zip Code (5 digit)
☒ Entity Number (up to 10 digits)
☐ Entity Name (% sign can be used as wildcard character)
Below these is a text input field with the placeholder "(enter value here)". At the bottom of the form area are three buttons: "<< Previous", "Reset Page", and "Next >>". A footer bar contains the text "1997 - 2009 © , Universal Service Administrative Company, All Rights Reserved". The bottom of the browser window shows a taskbar with several icons and the word "Intern".

Block 4—Adding the School District to the library

- ▶ Select the correct school district from the list and click “Accept”
- ▶ If the school district does not come up, click “Reject List” try again until the correct school district for this building comes up, then click “Accept”

The screenshot shows the 'FCC Form 471' web application. At the top, there are navigation buttons: HOME, CANCEL, and HELP. Below this is the title 'FCC Form 471' and the subtitle 'Services Ordered and Certification Form'. A globe icon with 'SLD' is on the right. A horizontal bar contains tabs for Block 1, Block 2 & 3, Block 4 (which is highlighted in red), Block 5, and Block 6. Below the tabs, the heading reads '471 Block 4 Add/Edit Library Entity - Search Results for School District'. The instructions state: 'Select the School District (where your Library Outlet/Branch is located) for Zip Code: 65101 and then click Accept'. A red warning message follows: 'If after careful review your entity is not found or any information displayed for your entity is incorrect, please contact the SLD Client Service Bureau at 1-888-203-8100 for assistance.' Below this is a table with two rows of search results. The table has columns: Select, Entity #, Name, Street Address, City, and State. The first row is selected with a radio button. At the bottom of the table area are two buttons: 'Reject List' and 'Accept'. A blue footer bar contains the copyright notice: '1997 - 2009 © , Universal Service Administrative Company, All Rights Reserved'. At the very bottom, a taskbar shows a clock and an 'Internet' icon.

HOME CANCEL HELP

FCC Form 471
Services Ordered and Certification Form

SLD

Block 1 Block 2 & 3 **Block 4** Block 5 Block 6

471 Block 4 Add/Edit Library Entity - Search Results for School District
Select the School District (where your Library Outlet/Branch is located) for Zip Code: 65101 and then click *Accept*

If after careful review your entity is not found or any information displayed for your entity is incorrect, please contact the SLD Client Service Bureau at 1-888-203-8100 for assistance.

Select	Entity #	Name	Street Address	City	State
<input checked="" type="radio"/>	137330	JEFFERSON CITY SCHOOL DISTRICT	315 E DUNKLIN ST	JEFFERSON CITY	MO
<input type="radio"/>	137331	BLAIR OAKS R-2 SCHOOL DISTRICT	6124 FALCON LN	JEFFERSON CITY	MO

Reject List Accept

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Internet

Block 4 Add/Edit Entity

- ▶ The name of the library, entity number, and name of the school district should be filled in from previous selections
- ▶ Item 2, fill in the optional FSCS Code, this is the one you use for the Statistical Report—and looks like this but with numbers MO-00000-000
- ▶ Look up the % of the Free & Reduced Lunch from the MOREnet website and select it from the dropdown list.
- ▶ DO NOT LEAVE 20 AS DISCOUNT SELECTION! If you only ask for 20% discount, this is all you will be given!
- ▶ Click the “Add New Entity” button
- ▶ Repeat from slide 12 if there are additional branches until all you are claiming a discount for have been added
- ▶ Click “Block 5” when done adding sites

Block 1 Block 2 & 3 **Block 4** Block 5 Block 6

Applicant's Form Identifier: WOLF-09 Entity Number: 200114
Contact Person: Jean Morrison Phone Number: (573) 751-3290

Block 4 Add/Edit Entity

To calculate the appropriate discount for your library, determine the percentage of students eligible for the National School Lunch Program (NSLP) for the school district in which the library is located by dividing the number of students eligible for the NSLP by the total number of students in the school district. Use this percentage and the Rural or Urban status of your library to determine the appropriate discount from the Discount Matrix.

Type "B" Worksheet No. TBD	
1. Name of Library Outlet/Branch	MISSOURI STATE LIBRARY
2. Entity Number	200271
FSCS Code	<input type="text"/> - <input type="text"/> - <input type="text"/>
Name of School District where outlet/branch is located	JEFFERSON CITY SCHOOL DISTRICT
3. Discount % from Discount Matrix	<div>70</div>

Previous Entity Add New Entity Remove Entity Reset Page

Block 2 Display Worksheet Block 5

Block 5—Entering the Service Providers—Telephone Companies

- ▶ In this block you will use the Service Provider Identification Number (SPIN) to identify your telephone company or companies
- ▶ The average amount paid to the company monthly
- ▶ If there are any ineligible amounts in this average, they are identified and not considered for discount (not common)
- ▶ When finished, you will print the worksheets for each company for your records

Adding Block 5 Information

- ▶ Your information will be displayed
- ▶ Click the “Add New Funding Request” button

HOME CANCEL SAVE & EXIT HELP

FCC Form 471
Services Ordered and Certification Form

SLD

Block 1 Block 2 & 3 Block 4 **Block 5** Block 6

Applicant's Form Identifier: WOLF-09-471 Entity Number
Contact Person: Jean Morrison Phone Number: (573) 751-0158

[Bottom](#)
Block 5 Display

NO DATA

[Top](#)

Block 4 Add New Funding Request Block 6 Print Preview

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Block 5—Finding the First Telephone Service Provider

- ▶ Leave the Category set to “Telecommunication Service”
- ▶ Enter the SPIN for the first provider
- ▶ Click “Search”

The screenshot shows the FCC Form 471 web interface. At the top, there are navigation buttons: HOME, CANCEL, and HELP. Below them is the title "FCC Form 471" and the subtitle "Services Ordered and Certification Form". A globe icon with "SLD" is on the right. A horizontal bar contains buttons for Block 1, Block 2 & 3, Block 4, Block 5 (highlighted in red), and Block 6. The main heading is "471 Block 5 Add New Funding Request - Search for Service Provider". Below this is a paragraph: "Select the category of service, enter the Service Provider Identification (SPIN) value, and then click Search. Refer to the current [Eligible Services List](#) for more information about categories of service and eligible services." The form has two sections. The left section is titled "Category of Service:" and has four radio button options: "Telecommunications Service" (selected), "Internet Access", "Internal Connections Other than Basic Maintenance", and "Basic Maintenance of Internal Connections". The right section is titled "SPIN (9 digits):" and has a text input field. At the bottom, there is a blue bar with buttons: Block 4, Reset Page, Block 5 Display, and Search.

HOME CANCEL HELP

FCC Form 471
Services Ordered and Certification Form

Block 1 Block 2 & 3 Block 4 **Block 5** Block 6

471 Block 5 Add New Funding Request - Search for Service Provider
Select the category of service, enter the Service Provider Identification (SPIN) value, and then click Search. Refer to the current [Eligible Services List](#) for more information about categories of service and eligible services.

Category of Service:

- ☒ Telecommunications Service
- ☐ Internet Access
- ☐ Internal Connections Other than Basic Maintenance
- ☐ Basic Maintenance of Internal Connections

SPIN (9 digits):

Block 4 Reset Page Block 5 Display Search

Select the SPIN Provider

- ▶ If the number is keyed in correctly, you should see the first service provider name
- ▶ If it is not the right one, click “Reject” and look up the SPIN again
- ▶ If this is the correct provider, select “Accept”

HOME CANCEL HELP

FCC Form 471
Services Ordered and Certification Form

SLD

Block 1 Block 2 & 3 Block 4 **Block 5** Block 6

471 Block 5 Add New Funding Request - Search Results for Service Provider

For service type *Telecommunications Service*, select your service provider, then click *Accept*

Select	S.P.I.N	Name	Street	City	State
<input checked="" type="radio"/>	143005250	Embarq Missouri, Inc.	151 Southhall Ln FLMTDD0401-4128	Maitland	FL

Reject Accept

Details in Funding Request

- ▶ Line 10, only select this if it is a duplicate, most will skip this
- ▶ Line 11, leave the dot on “Telecommunication Service”
- ▶ Line 12, enter the number from the Form 470 Receipt Acknowledgement Letter received from USAC
- ▶ Line 15a, check this box
- ▶ Line 15b, enter a “T” in the box
- ▶ Generally telephone service is not purchased under a master contract, nor is it usually a continuation of a multi-year contract, leave 15c and 15d unchecked
- ▶ You may see the Information Box shown here, if you do, read it then click the appropriate selection, usually, “Yes”

Block 5: Discount Funding Request(s)	
Funding Request Number (FRN): (assigned by Administrator)	
10.	<input type="checkbox"/> If this is a duplicate Funding Request (e.g., of an FRN that is not yet approved, under appeal, etc.), check this box and enter the original FRN in the space provided: <input type="text"/>
11. Category of Service (only ONE category should be checked)	
PRIORITY 1 <input checked="" type="radio"/> Telecommunications Service <input type="radio"/> Internet Access	PRIORITY 2 <input type="radio"/> Internal Connections Other than Basic Maintenance <input type="radio"/> Basic Maintenance of Internal Connections

12	Form 470 Application Number (15 digits)	<input type="text"/>
13	SPIN - Service Provider Identification Number (9 digits)	143005250
14	Service Provider Name	Embarq Missouri, Inc.
15a	<input type="checkbox"/> Check this box if this Funding Request is for non-contracted tariffed or month-to-month services.	
15b	Use Contract Number for contracted services (indicate N/A if not available); use "T" if tariffed services; use "MTM" if month-to-month services.	<input type="text"/>
15c	<input type="checkbox"/> Check this box if this Funding Request is covered under a master contract (a contract negotiated by a third party, the terms and conditions of which are then made available to an eligible entity that purchases directly from the service provider)	
15d	<input type="checkbox"/> Check this box if this Funding Request is a continuation of an FRN from a previous year based on a multi-year contract. If so, provide that FRN here:	

VBScript

The form 470 number you have entered refers to:

-- 470 Block 1 Entity:200114 (OFFICE OF ADMINISTRATION-DP&T)
--Allowable Contract Date:12/01/2008
--Services Ordered:TELCOMM SERVICES

Click YES if this is the Form 470 where the requested services were posted.
Click NO if this 470 is incorrect and you want to enter a new one.
Click CANCEL if you do not want this warning for the remainder of this session.

Block 5–Details in Funding Request Cont.

- ▶ Item 16, enter the account number from the telephone bill of this provider
- ▶ Only check the box if this company sends you multiple bills and attach a list of all account numbers in the Item 21 attachment (shown on slides 26–37)
- ▶ Item 17–20b—Since this is not a contract, enter only an **Item 19 Service Start Date** such as (7/1/2009) and **Service End Date Item 20a** such as (6/30/2010)
- ▶ Number the Attachment # such as “LibName Attach 21–1” (This name can be short, but should be descriptive and allow for multiple attachments) You will see the attachment names later

16	Billing Account Number (e.g. billed telephone number)	<input type="text"/>
16	<input type="checkbox"/> Check this box if there are multiple Billing Account Numbers and attach a complete list of those numbers to your Item 21 attachment for this FRN.	
17	Allowable Vendor Selection/Contract Date (mm/dd/yyyy, based on Form 470 filing)	12/01/2008
18	Contract Award Date (mm/dd/yyyy)	<input type="text"/>
19	Service Start Date (mm/dd/yyyy)	<input type="text"/>
20a	Service End Date (mm/dd/yyyy) (use only for "T" or "MTM" services)	<input type="text"/>
20b	Contract Expiration Date (mm/dd/yyyy)	<input type="text"/>

21. Description of This Service: You MUST forward a description of this service on paper, including a breakdown of components and costs, plus any relevant brand names. Label this paper description with an Attachment #, and note number here:

Attachment #

22. Entity/Entities Receiving This Service:

a. If the service is site-specific (provided to one site and not shared by others), select the Entity Number of the entity from Block 4 receiving this service:

b. If the service is shared by all entities on a Block 4 worksheet, select the worksheet number:

Windows Internet Explorer

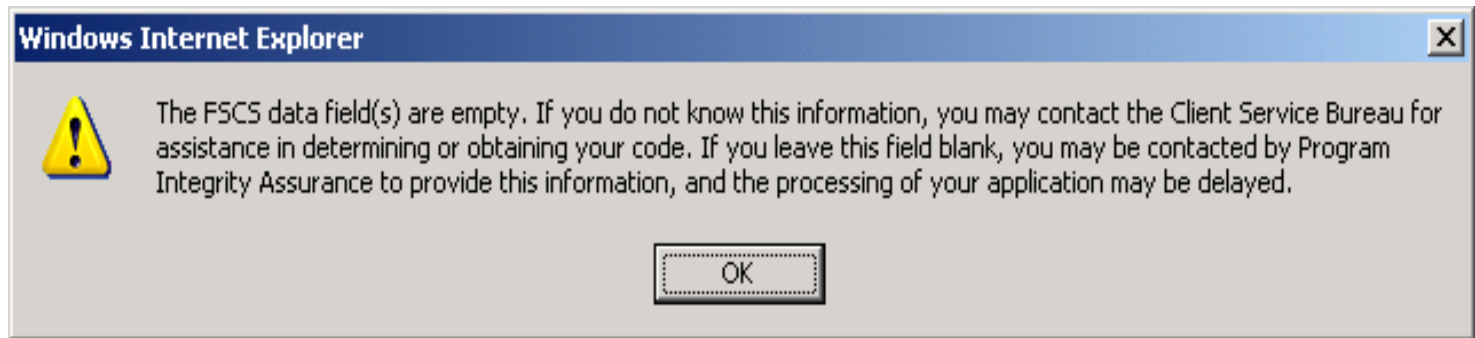


Complete Item 20a ONLY if this FRN is for non-contracted service (tariffed or month-to-month).
Complete Item 20b ONLY if this FRN is for contracted services.
Complete Item 20a OR 20b, NOT both.

OK

Block 5

- ▶ If you do not enter an FSCS code, because you are working with a new branch that does not yet have one, just click “OK” and go on, it is not required to complete this form. During the PIA review, you will be able to add the FSCS code if you have received one.



Block 5 Continued

- ▶ Item 22 will be completed by the choices selected earlier
- ▶ Item 23, a. will be filled in for you.
- ▶ Only complete “f” if you have eligible one-time charges
- ▶ Only enter anything in “b” and “g” if you have ineligible amounts on your bill.

(mm/dd/yyyy)	
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21. Description of This Service: You MUST forward a description of this service on paper, including a breakdown of components and costs, plus any relevant brand names. Label this paper description with an Attachment #, and note number here:

Attachment #

22. Entity/Entities Receiving This Service:

a. If the service is site-specific (provided to one site and not shared by others), select the Entity Number of the entity from Block 4 receiving this service:

b. If the service is shared by all entities on a Block 4 worksheet, select the worksheet number:

23. Calculations

a.	Monthly charges (total amount per month for service)	<input type="text" value="120"/>
b.	How much of the amount in (a) is ineligible?	<input type="text"/>
f.	Annual non-recurring (one-time) charges	<input type="text"/>
g.	How much of the amount in (f) is ineligible?	<input type="text"/>

Reset Page

Block 4 Add New Funding Request Block 5 Display Block 6

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Block 5 Continued

- ▶ If you click on “Block 5 Display”, you will see the entries that you made earlier on the form
- ▶ If you have additional companies to enter click on “Add New Funding Request”
- ▶ When finished entering all of the telephone companies, click on the “Block 6” button
- ▶ (Some information on this form have intentionally been blocked out)

HOME CANCEL SAVE & EXIT HELP

FCC Form 471
Services Ordered and Certification Form

SLD

Block 1 Block 2 & 3 Block 4 **Block 5** Block 6

Applicant's Form Identifier: WOLF-09 Entity Number: 200114
Contact Person: Jean Morrison Phone Number: (573) 751-3290

[Bottom](#)
Block 5 Display

FRN: [REDACTED]	
10. Original FRN:	
11. Category of Service: Telecommunications Service	12. 470 Application Number
13. SPIN: 143001192	14. Service Provider Name: AT&T Corp
15a. Non-Contracted tariffed/Month to Month Service: Y	15b. Contract Number: T
15c. Covered under State Master Contract:	15d. FRN from Previous Year:
16a. Billing Account Number:	16b. Multiple Billing Account Numbers?:
17. Allowable Contract Date: 12/01/2008	18. Contract Award Date:
19a. Service Start Date: 07/01/2009	19b. Service End Date: 06/30/2010
20. Contract Expiration Date:	
21. Attachment #: Wolf1	22. Block 4 Entity Number
23a. Monthly Charges: \$120.00	23b. Ineligible monthly amt.: \$.00
23c. Eligible monthly amt.: \$120.00	23d. Number of months of service: 12
23e. Annual pre-discount amount for eligible recurring charges (23c x 23d): \$1,440.00	
23f. Annual non-recurring (one-time) charges: 0	
23g. Ineligible non-recurring amt.: 0	
23h. Annual pre-discount amount for eligible non-recurring charges (23f - 23g): \$0.00	
23i. Total program year pre-discount amount (23e + 23h): \$1,440.00	
23j. % discount (from Block 4): 70	
23k. Funding Commitment Request (23i x 23j): \$1,008.00	

[Top](#)

Block 6—Certification of Form 471

- ▶ This brings you to the certification page. Read all certification statements and check all statements to agree
- ▶ Complete the signature block information and certify with the pin you received after completing the Form 470
- ▶ Keep the PIN for future forms
- ▶ The PIN is confidential and should NEVER be given to anyone
- ▶ Should the person who is assigned the PIN leave, get a new PIN from USAC

Item 21 Attachments

- ▶ On the Form 471, Item 21, you entered a name for an attachment for each company you entered
- ▶ To create these attachments, Log into the website.

<http://www.sl.universalservice.org/menu.asp>

- ▶ Click on Item 21 Attachment (shown below)

Refer to the [Required Forms page](#) to access detailed form instructions. You can also [Submit a Question](#) or call our Client Service Bureau at 1-888-203-8100 for assistance.

Form 470 Description of Services Requested and Certification Form	Form 471 Services Ordered and Certification Form	Form 486 Receipt of Service Confirmation Form	Utilities
Form 470 Interview	Form 471 Interview	Form 486 Interview	BEAR Online
Create Form 470	Create Form 471	Create Form 486	FRN Extension Status
Search Posted	Continue Incomplete	Continue Incomplete	Entity Search
Continue Incomplete	Certify Complete	Display	Two-In-Five Tool
Certify Complete	Display	Certify Complete	
	Application Status		
	Item 21 Attachment		

Item 21 Attachment, Cont.

- ▶ Enter the “Billed Entity Number”, “Application Number”, and “Form 471 Security Code” from your printout.
- ▶ Click “Continue”

Schools & Libraries

Online Item 21 Attachment

You may use this automated system to create and electronically submit your Item 21 Attachment for FCC Form 471. To use this interface you must have already submitted an electronically-filed Form 471 and know the Security Code provided during that process.

For each Item 21 Attachment you file online, the service provider whose SPIN is featured on the associated FRN will be able to view and download the information specific to that FRN once you click the "Submit Item 21" button.

USAC encourages the use of this online filing system. However Item 21 Attachments also may be manually submitted by mail, by fax, or by e-mail. [Click here](#) for further information about manual filing options.

Please provide this information to begin.

Billed Entity Number:	<input type="text"/>
Application Number:	<input type="text"/>
Form 471 Security Code:	<input type="text"/>

Continue ▶

Item 21 Attachment Provider 1

- ▶ You will see a list of the companies that you entered earlier when you named the Attachment for each company.
- ▶ Click on “Create Attachments” beside the first company, we will repeat this until all companies are completed



Online Item 21 Attachment

The Billed Entity Number and Application Number you have entered are associated with the following Funding Request Number(s) (FRN). To begin the process please select "create attachment" from the status column below.

You must be a [person authorized](#) by the applicant shown to use this system.

To begin the process please select from the status below.

OFFICE OF ADMINISTRATION-DP&T
BEN:
Application Number:
Funding Request No.:

FRN	Attachment #	Service Provider	Funding Category	Online Item 21 status
	Wolf3	Verizon Business Glo...	Telecom Services	in progress online
	Wolf1	AT&T Corp	Telecom Services	in progress online
	Wolf2	Embarq Missouri, Inc...	Telecom Services	create attachment

Note: Item 21 status shown on this screen refers to online submissions only. Manually filed submissions are not included. If you have received a Funding Commitment Decision Letter (FCDL) for the Form 471 shown above, you may not create, edit, or submit an online item21 attachment. Select "submitted online" to view an item 21 attachment that has already been submitted.

[Cancel](#)

- ▶ There are four steps to complete for each company
- ▶ Note the FRN Listing link in the upper left. This link takes you back to the list to begin the next provider
- ▶ Click “Continue”

The screenshot shows the USAC Schools & Libraries website. At the top is a blue header with the USAC logo and the text "Schools & Libraries". Below the header, on the left, is a link labeled "FRN Listing". The main content area is titled "Online Item 21 Attachment". Inside this area, there is a light blue box containing the following text:

The online Item 21 Attachment system allows the applicant to take these four steps:

1. Provide a narrative overview (general description) of the funding request.
2. Specify the line item details - quantities, descriptions, etc.
3. Provide additional information (when required) that will assist USAC in its review of the funding request.
4. Submit the Item 21 Attachment.

Below the list, it says: "Your work is automatically saved as you proceed. You may exit the system and return to complete your work at a later time."

At the bottom of the page, there are two buttons: "Cancel" on the left and "Continue" on the right, which is highlighted with a dark grey background and a right-pointing arrow.

Item 21—Part 1 of 4

- ▶ Enter a BRIEF narrative, for an example, use the “click here for examples.” button
- ▶ Click the “Continue” button

The screenshot shows a web form titled "Schools & Libraries" with a blue header. Below the header, the section is titled "Part 1 of 4: Narrative Overview". A instruction reads: "Please provide a general description of the funding request in the box below." The form contains a table with the following data:

Applicant Name	OFFICE OF ADMINISTRATION-DP&T
Billed Entity Number	
Form 471 Application Number	
Funding Request Number	
Service Provider	Embarq Missouri, Inc.
Attachment Number	Wolf2

Below the table, there is a text input field for the "Narrative description of this funding request:" with a link "Click here for examples." to its right. At the bottom right of the form is a "Continue" button with a right-pointing arrow.

SLD Home | Phone: 1-888-203-8100 | [Submit a Question](#)

Item 21—Part 2 of 4

- ▶ Click the “Add New Line Item”
- ▶ Note the “FRN Listing link in the upper left corner, but do not click on it yet.
- ▶ Also note that the total shown on this screen shows an amount, this will be zero “0” when you enter your first line item

USAC Schools & Libraries

[FRN Listing](#)

Part 2 of 4: Line Item Detail

Enter one or more line items that make up this funding request.

Eligibility Questions?
[Click Here to search the Eligible Services List.](#)

Tips & Hints

1. Enter one or more separate line items.
2. Don't forget sales tax or other miscellaneous charges.
3. Use the Description field if necessary to describe the request.
4. Only a single line item? [Click here](#) to

Applicant Name OFFICE OF ADMINISTRATION-DP&T
Billed Entity Number
Form 471 Application Number
Funding Request Number
Service Provider Embargo Missouri, Inc.
Attachment Number Wolf2
Narrative description of this Funding Request

Add New Line Item

Service Type	Description	Eligible Pre-Discount Cost
No Items Listed		

Overall Total Zero
[Funding requested on Form 471](#)

Add New Line Item **Save and Exit** **Continue**

Item 21—Part 2 of 4 Continued

- ▶ Select the drop-down box to scroll through the services available. If your company offers “Local Phone Service” only (you get 800 and long distance from another company), select that on the list. If the telephone provider supplies your Combined Local and Long Distance Service”, select that from the list.
- ▶ Enter a brief description
- ▶ Enter the average “Monthly Recurring Charges” \$ amount (you will receive the percent entered earlier (on slide 45))
- ▶ Leave Number of Months “12”

USAC Schools & Libraries
FRN Listing

Part 2 of 4
Enter one or more services

Eligibility Questions?
[Click Here to search the Eligible Services List.](#)

Tips & Hints
1. Enter one or more separate line items.
2. Don't forget sales tax or other miscellaneous charges.
3. Use the Description field if necessary to describe the request.
4. Only a single line item?
5. Be sure to enter the

Applicant Name
Billed Entity Num
Form 471 Applic
Funding Request
Service Provider
Attachment Num
Narrative descri
Request

Provide the in
Service Ty
1
save
cancel
Click here to import the cost information from your Form 471.

Select from list -
Centrex
Combined Local and Long Distance Service
DTS - ATM
DTS - Broadband Over Power Lines
DTS - DS-1
DTS - DS-2
DTS - DS-3
DTS - DSL
DTS - Ethernet
DTS - Fiber Optics
DTS - Fractional T-1
DTS - Frame Relay
DTS - ISDN-BRI
DTS - ISDN-PRI
DTS - OC-1
DTS - OC-12
DTS - OC-3
DTS - OC-n
DTS - Satellite Service
DTS - T-1
DTS - T-2
DTS - T-3
Local Phone Service
Long Distance Telephone Service
Other - IVOIP service
Other - Maintenance and Technical Support
Other - Misc (installation, etc.)
Other - Voice or Video Conferencing Services
Other Telephone Service
Select from list

st.
DP&T

see futher details.

Description
Eligible Pre-Discount Cost

Number of Telecom Lines (if applicable) 0

Recurring Charges		Non Recurring Charges	
Monthly Recurring Charges	0.00	One-time Non-Recurring Charges	0.00
Less Ineligible Amount (if any)	0.00	Less Ineligible Amount (if any)	0.00
Number of Months	12		

Item 21—Part 2 of 4 Continued

- ▶ If there are any ineligible charges, they will need to be subtracted out (such as Interest, late fees, telephone advertisement charges, etc.) See the USAC website “Ineligible Charges” list if you have any questions. Normal taxes and service fees are eligible.
- ▶ Click “Save”

Narrative description of this Funding Request

Provide the information requested below. Click on a field name to see further details.

Service Type	Description	Eligible Pre-Discount Cost
1 save cancel Click here to import the cost information from your Form 471.	Local Phone Service Embarq provides local telephone service to the library averaging \$538 per month.	

[Number of Telecom Lines \(if applicable\)](#)

Recurring Charges		Non Recurring Charges	
Monthly Recurring Charges	<input type="text" value="538"/>	One-time Non-Recurring Charges	<input type="text" value="0.00"/>
Less Ineligible Amount (if any)	<input type="text" value="0.00"/>	Less Ineligible Amount (if any)	<input type="text" value="0.00"/>
Number of Months	<input type="text" value="12"/>		
Eligible Recurring Charges	\$6456	Eligible Non-Recurring Charges	\$0
		Line item TOTAL	\$6456

[save](#) [cancel](#)

Overall Total	Zero
Funding requested on Form 471	\$6,456.00

[SLD Home](#) | Phone: 1-888-203-8100 | [Submit a Question](#)

Item 21—Part 2 of 4 Continued

- ▶ A review of the Line Item Detail will come up.
- ▶ If this company also provides additional telephone services such as your 800 service, you can add another line item
- ▶ When all services claimed for this company are added, Click “Continue”

USAC Schools & Libraries

[FRN Listing](#)

Part 2 of 4: Line Item Detail

Enter one or more line items that make up this funding request.

Eligibility Questions?
[Click Here to search the Eligible Services List.](#)

Tips & Hints

1. Enter one or more separate line items.
2. Don't forget sales tax or other miscellaneous charges.
3. Use the Description field if necessary to describe the request.

Applicant Name OFFICE OF ADMINISTRATION-DP&T
Billed Entity Number
Form 471 Application Number
Funding Request Number
Service Provider Embarrq Missouri, Inc.
Attachment Number Wolf2
Narrative description of this Funding Request

Add New Line Item

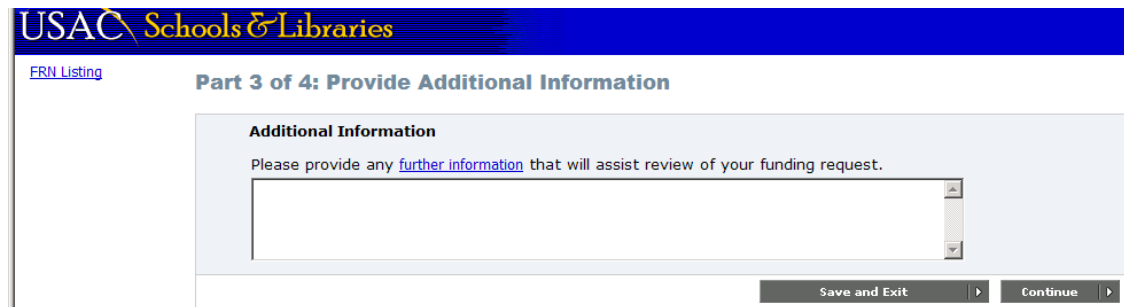
	Service Type	Description	Eligible Pre-Discount Cost
1	Local Phone Service	Embarq provides local telephone ser... more	\$6,456.00

Overall Total **\$6,456.00**
[Funding requested on Form 471](#) \$6,456.00

Add New Line Item **Save and Exit** **Continue**

Item 21—Part 3 of 4

- ▶ OPTIONAL, you likely will have no information for this box
- ▶ Click “Continue”



The screenshot shows a web form titled "USAC Schools & Libraries" with a blue header. Below the header, there is a link for "FRN Listing". The main section is titled "Part 3 of 4: Provide Additional Information". Inside this section, there is a sub-header "Additional Information" followed by the instruction "Please provide any [further information](#) that will assist review of your funding request." Below this text is a large, empty text input box. At the bottom right of the form, there are two buttons: "Save and Exit" and "Continue", both with right-pointing arrows.

Item 21—Part 4 of 4

- ▶ This is a review of what you have entered
- ▶ You can “Edit Information” if you found an error
- ▶ You can “Save and Exit” if you want to save this item but do not wish to finish it now or it is the last item
- ▶ Click “Submit Item 21” if it is complete

Part 4 of 4: Submit Item 21 Attachment

Print Detailed Listing ▶

Preview Screen

Note that you may be requested to provide further information that establishes whether the components requested can be funded, such as copies of previous bills for continuing services or copies of your service provider contract. Be sure to exclude ineligible or unsubstantiated charges from your funding request.

Applicant Name
Billed Entity Number
Form 471 Application Number
Funding Request Number
Service Provider
Attachment Number
Narrative description of this Funding Request

OFFICE OF ADMINISTRATION-DP&T

Embarq Missouri, Inc.
Wolf2

	Service Type	Service Description	Eligible Pre-Discount Cost
1 +	Local Phone Service	Embarq provides local telephone service to the library averaging \$538 per month.	\$6,456.00
Total:			\$6,456.00
Funding Requested on 471:			\$6,456.00

Please review your information to be sure it is correct and complete.

Warning: Once submitted, the Item 21 Attachment information cannot be changed. However you can view your Item 21 Attachment using this online system.

Edit Information ▶

Save and Exit ▶

Submit Item 21 ▶

Item 21—Part 4 of 4 Continued

- ▶ Click Print Detailed Listing
- ▶ To go back to the beginning of the Item 21 Attachment to add additional companies, click the “FRN Listing” link



The screenshot shows the USAC Schools & Libraries website interface. At the top is a blue header with the USAC logo and the text "Schools & Libraries". Below the header, on the left, is a link labeled "FRN listing". To the right of this link is the title "Online Item 21 Attachment". The main content area is a light blue box containing the following text: "Your Item 21 Attachment for FRN [redacted] Application [redacted] has been received on 2/5/2009 10:40:42 AM." followed by "Please press the PRINT button for a copy of your Item 21 Attachment." and "Retain that printout as confirmation of your submission of your Item 21 Attachment. You must retain all records (including bills, invoices, and contracts) related to your application for receipt and delivery of discounted services for a period of five years after the last day of services delivered for a particular Funding Year." To the right of this text box are two buttons: "Print Summary Listing" and "Print Detailed Listing", both with right-pointing arrows.

USAC Schools & Libraries

[FRN listing](#) Online Item 21 Attachment

Your Item 21 Attachment for FRN [redacted] Application [redacted] has been received on 2/5/2009 10:40:42 AM.

Please press the PRINT button for a copy of your Item 21 Attachment.

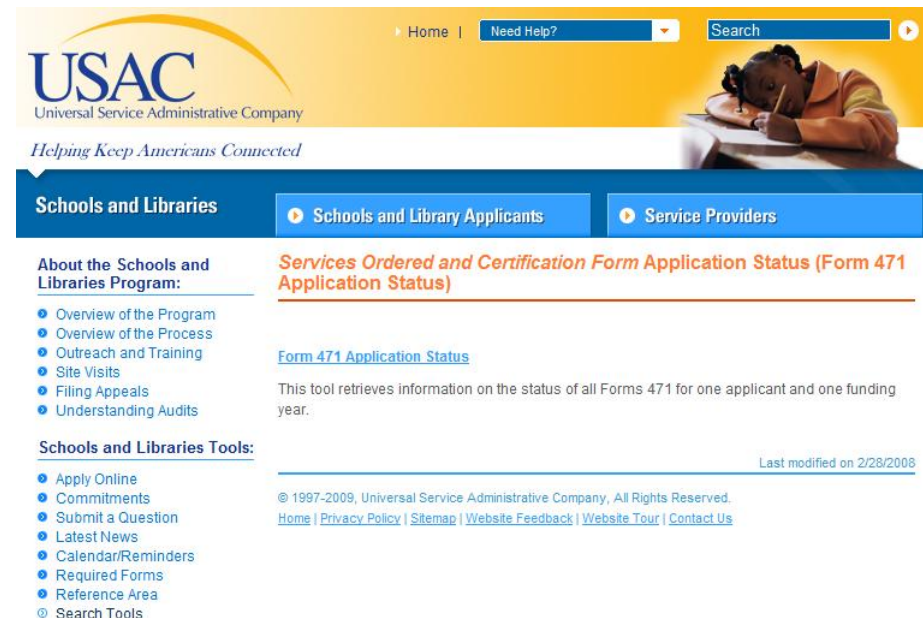
Retain that printout as confirmation of your submission of your Item 21 Attachment. You must retain all records (including bills, invoices, and contracts) related to your application for receipt and delivery of discounted services for a period of five years after the last day of services delivered for a particular Funding Year.

Print Summary Listing ▶

Print Detailed Listing ▶

Check the USAC Site to Verify

- ▶ [Http://www.usac.org/sl/tools/search-tools/](http://www.usac.org/sl/tools/search-tools/)
- ▶ Click on “Form 471 Application Status
- ▶ Enter your Billed Entity Number
- ▶ Click on the “Search” Button
- ▶ Click “Continue”
- ▶ You will see your filing



Click on “Form 471 Application Status”

- ▶ Look at the “Application Status” on the right end. If your 471 is completed, you will see “Certified–In Window—For now, it is done!

Application Status	Explanation
Canceled	Your Form 471 has been canceled. No further action will be taken on this form.
Incomplete	Block 1 of your Form 471 has been successfully data entered. However, no further action will be taken on this form until it is completed and certified (whether online or on paper) and moves to Certified - In Window status.
Complete	THIS STATUS IS FOR ONLINE FILERS ONLY: You have clicked the "Submit" button to file your Form 471, but the Block 6 certification process (whether online or on paper) has not been completed.
Certified - In Window	Your Form 471 was successfully certified within the filing window for the Funding Year and is awaiting assignment for Initial Review.
Certified - Out of Window	Your Form 471 was certified outside of the filing window for the Funding Year.
Initial Review	Your Form 471 has been assigned for Initial Review and is being reviewed by Program Integrity Assurance (PIA) for compliance with program rules. All applications must receive both an Initial Review and a Final Review. NOTE: Your Form 471 may return to Initial Review status at any time before a Funding Commitment Decision Letter is issued.
Available for Final Review	Your Form 471 review has completed Initial Review and is awaiting assignment for Final Review. All applications must complete both an Initial Review and a Final Review.
Final Review	Your Form 471 has been assigned for Final Review. All applications must receive both an Initial Review and a Final Review. NOTE: Your Form 471 may return to Final Review status at any time before a Funding Commitment Decision Letter is issued.
Available for Quality Assurance	Your Form 471 has completed Final Review. Your Form 471 may be assigned for Quality Assurance Review. Quality Assurance Review verifies that the Initial Review and Final Review procedures were properly performed.
Quality Assurance 1	Your Form 471 has been assigned for a first-level Quality Assurance Review. Quality Assurance Review verifies that the Initial Review and Final Review procedures were properly performed.
Quality Assurance 2	Your Form 471 has been assigned for a second-level Quality Assurance Review. Quality Assurance Review verifies that the Initial Review and Final Review procedures were properly performed.
Unable to Contact	Your Form 471 is on hold because PIA was unable to reach the Form 471 contact person. If you wish to have PIA re-contact you regarding your pending application, contact your PIA reviewer. If you don't know who your reviewer is, contact our Client Service Bureau at .
Held for further review and other verification	Your Form 471 is on hold because we need to verify additional information. Once we have obtained the information for verification, we will continue to process your Form 471.
Awaiting Applicant Documentation	We have requested information or documentation and you have not responded to our latest inquiry. Please review our questions and provide the necessary information. Once we have obtained the necessary information, we will continue to process your Form 471.
Deferred	Your Form 471 is on hold. You were unavailable or you requested that PIA defer the Form 471 review during either our Summer or Winter deferral period. If you wish PIA to remove the hold and continue review, contact your PIA reviewer. If you don't know who your reviewer is, contact our Client Service Bureau at .
FCDL Issued - 'xx/xx/xxxx'	We have issued a Funding Commitment Decision Letter (FCDL) on the date indicated that references one or more Funding

Using MOREnet's Statistics Table

- ▶ To complete the Discount Calculation Worksheet from MOREnet's data, go to this website:
- ▶ <http://www.more.net/services/e-rate/resources/statistics/index.html>
- ▶ Select the section that contains the "SCHOOL District" of the library (upper right list)
- ▶ Use the data in the appropriate column (shown on the right) to fill out the worksheet

Home > Services > E-rate > Resources > Statistics

Statistics

E-rate Program Statistics

[National and Missouri statistics](#) about Years 1, 2 and 3 of the E-rate Program.

Missouri Free and Reduced Lunch Figures

The use of school district discount figures below is optional. You may use more recent school data if it is available and verifiable. For auditing purposes, if libraries use a school's Free and Reduced Lunch figures other than the figures below, it is recommended that libraries have that information available on the schools letterhead.

E-rate Year 2008-2009 Missouri Schools and Libraries E-Rate Discount Data	Schools: Use This Data	Libraries: Use This Data
	Academie Lafayette - Center	Academie Lafayette - Center
	Centerville - Farmington	Centerville - Farmington
	Fayette - Hazelwood	Fayette - Hazelwood
	Henry Co. - Kansas City	Henry Co. - Kansas City

County Name	Building Name	Urban or Rural	Total # of Students	Students Eligible for NSLP	Students Eligible for NSLP	From Discount Matrix (school)	Weighted Avg Discount % (district)
	DOGWOOD ELEM.	URBAN	471.00	37.00	7.86%	0.4	41%
	HAWTHORNE ELEM.	URBAN	241.00	19.00	7.88%	0.4	41%
	HOLT ELEM.	URBAN	163.00	28.00	17.18%	0.4	41%
	KEARNEY ELEM.	URBAN	300.00	59.00	19.67%	0.5	41%
	KEARNEY HIGH	URBAN	835.60	53.00	6.34%	0.4	41%
	KEARNEY JR. HIGH	URBAN	883.00	75.00	8.49%	0.4	41%
	KEARNEY MIDDLE	URBAN	286.00	30.00	10.49%	0.4	41%
	SOUTHVIEW ELEM.	URBAN	349.00	33.00	9.46%	0.4	41%
ST. LOUIS	KELSO ELEM.	RURAL	114.00	20.00	17.54%	0.5	50%
ST. LOUIS	EARLY CHILDHOOD CTR	RURAL	0.00	0.00	0.00%	0.25	80%

Ineligible Fees Charged by Telephone and Cellular Companies

- ▶ Directory advertising
- ▶ Extra costs for directory listings
- ▶ Payphone telephone service
- ▶ Reverse directory assistance
- ▶ Non-telecommunications components of a distance learning service, video service, or interactive television service, such as a scheduling service or services for creation, maintenance, and storage of content
- ▶ Internet2 membership dues
- ▶ Residential telephone service is not eligible except in cases where state or local law or tariffs allow a school or library to receive local service at the residential rates
- ▶ Charges for creation, configuration, or maintenance of content
- ▶ Services that go beyond a telecommunications service, such as monitoring services for 911, E911, or an alarm telephone line
- ▶ Services that connect to a residential facility or home
- ▶ Services that provide voice, video, or data connectivity exclusively within school or library grounds are not eligible for funding as Telecommunications Services but may be eligible as Internal Connections
- ▶ Services to ineligible locations, such as telephone service to residential facilities
- ▶ Interest or finance charges
- ▶ Late payment fees
- ▶ Performance bond
- ▶ Termination charges

For a complete list, download a PDF list at:

<http://www.universalservice.org/sl/tools/eligible-services-list.aspx>

What will Happen After you Complete your Form 471?

- ▶ When your Form 471 is received by USAC, you will receive an RAL (Receipt Acknowledgement Letter).
- ▶ All forms go through a “Program Integrity Assurance” (PIA) review. If there are any questions, a reviewer will contact you.
- ▶ If contacted, write down the name of the reviewer who called (if unsure of the name spelling, ask the reviewer to spell it) Note the date, time, questions asked, answers given, and results of the call. Contact Rebecca Miller at MOREnet.
- ▶ If the reviewer asks a question you are unsure of, ask for an extension of time to get the answer (you have 15 days including weekends and holidays) and request an email confirmation of the time you have to get the answer back to the reviewer.
- ▶ Call Rebecca Miller at MOREnet to let her know you were contacted, what was said and the results. Rebecca will help you put together your response.
- ▶ Do not get flustered and drop your request for the discount!
- ▶ You will get a “Funding Commitment Decision Letter” when your library is approved. You will then complete a Form 486 to authorize payment of your discount to the provider. See Presentation on completing Form 486!

Notes:

- Keep a copy of all forms submitted in event a question comes up during the PIA Review
- Make sure all pages with signature boxes are signed!
- You can complete multiple 471 forms or put all of the requests on one, but it is preferred that each Form 470 filed have a Form 471 filed
- Call your telephone company or companies and ask for their Service Provider Identification Number (SPIN) for E-rate, you will need it for the Form 471—You can also find the SPIN by using the tool on the E-rate website

http://www.sl.universalservice.org/Forms/SPIN_Contact_Search.asp

Resources

- ▶ <http://www.universalservice.org/sl/tools/deadlines/default.aspx>
- ▶ <http://www.universalservice.org/sl/tools/search-tools/>
- ▶ <http://www.universalservice.org/sl/tools/required-forms.aspx>
- ▶ <http://www.sl.universalservice.org/menu.asp>
- ▶ <http://www.more.net/services/e-rate/resources/statistics/index.html>
- ▶ <http://www.universalservice.org/sl/tools/eligible-services-list.aspx>
- ▶ <http://www.usac.org/sl/applicants/step05/library-consortium-faq.aspx>

- ▶ Submit Item 21 to SLD Via:
- ▶ Submit online
- ▶ Email to: attachments@sl.universalservice.org
- ▶ FAX to: (973) 599-6511
- ▶ Mail to: SLD-Form 471, P. O. Box 7026, Lawrence, Kansas 66044-7026.

Contact Information

- ▶ Rebecca Miller, MOREnet
 - ▶ Millerr@more.net
 - ▶ Phone: (573) 884-2146
- ▶ Jean Morrison, Missouri State Library
 - Jean.Morrison@sos.mo.gov
 - Phone (800) 325-0131 Ext. 11
 - (573) 751-0158